

"FileTrail has been a powerful but cost-effective *off the shelf* solution to our file inventory and tracking needs."

**Ed Logan**  
File Vault Team Leader  
City National Bank

## Case Study

# City National Bank

Multi-state bank selects FileTrail over others to track loan files.

### Client Profile

**Headquarters:**

**Industry:** Lending

City National Bank is a community bank serving portions of West Virginia, Kentucky and Ohio. One of the most profitable publicly traded banks in the U. S., (as City Holding Company) was named the American Banker Association's (ABA) Top Performer for two years running. Being a community bank means supporting the community financially. City contributes generously to the United Way and other causes. In 2004, City was honored with the Governor's Service Award for programs such as its Adopt a West Virginia Service Member, which helps individuals and groups correspond with and send care packages to U. S. military service members.

**FileTrail Implementation:** 2008

### FileTrail Products Implemented

- **FileTrail Professional** - Complete file tracking and records management automation.
- **FTColorLabel** - On-demand printing of color-coded folder labels.
- **FTMobile™** - The software allows files to be checked-in, checked-out, transferred and boxed without being tethered to a workstation.
- **FTSynchronize™** - Scheduled synchronization of client/engagement and user/security data with upstream systems.

### The Problem

As a \$2.6 billion bank that serves retail and commercial customers, City National Bank [City] needed a better solution for managing 70,000 active loan files, and ensuring responsive service to internal and external customers. They had outgrown the capabilities of an existing BACKTRACK® system and needed a system with flexible search and reporting capabilities.

Existing processes at City were no longer suitable for the volume of business. Getting new loan data into BACKTRACK required someone to run an import of new loan data each day and updates required manually entry. If there was a lost file, the only way to track its location was to send an email to the person to whom the file was checked out. In many cases, the file had been passed on to someone else and it would take an hour or longer to find the file.

### The Solution

City evaluated several file tracking systems and selected FileTrail. FileTrail distinguished itself based on its technology and configurability.

City really liked that FileTrail is completely browser-based. In contrast to systems that have a Windows application for the file room and a browser application for other staff, FileTrail is one product that works the same for everyone. The important implication is that you can give any combination of features to any user through security. When you have two applications with very different features sets you don't have that flexibility without making that user login to both parts.

"We needed a state-of-the-art system that allows real time tracking of files, and is scalable, flexible, and highly user-definable," said Ed Logan, File Vault Team Leader.

Another key difference that City felt was important was the ability to define an unlimited number of fields for any number of different types of records. And with seventeen (17) data types the fields really behave the way they are needed in searching, data entry, viewing and sorting. The ability to configure different search forms and results for different groups of users was key to City.

## Application Highlights

- Legacy data was migrated from a BACKTRACK system over a weekend.
- Nightly imports from the Loan Servicing System eliminates manual entry of new loans and synchronizes status changes in FileTrail.
- Unlimited user-defined fields allowed the interface to provide a better fit to user data and allow additional data to be utilized.
- Color-coded labeling saves labor by simplifying filing and retrieval.
- Browser technology provided simple roll-out to all staff who readily adopted FileTrail.

## Key Results

- **No More Lost Files:** Files are easily tracked using bar code technology and streamlined processes make file-handling easy.
- **Less Walking to File Room:** Professional staff save time locating files without leaving their desks.
- **Online Requesting:** Professional staff save time requesting files to be pulled, delivered, copied, or faxed, without leaving their desks.
- **File Room Automation:** Batch bar code scanning saves time in pulling, checking-out, checking-in, refiling and archiving files.
- **Ad Hoc Reporting:** Professional staff are able to generate on-the-fly reports and download to Excel.

## About FileTrail

FileTrail, Inc., is the leading provider of browser-based records management solutions. Companies of all sizes turn to FileTrail to streamline processes with the latest technology and most configurable software. Headquartered in San Jose, California, FileTrail has been providing solutions for records management since 2001.

**FILETRAIL**<sup>®</sup>  
...because Paper Happens<sup>®</sup>

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## Knowing What Exists

Sometimes not knowing what exists can be a big problem when access to data is limited. Before FileTrail, only the vault staff had access to the data in the tracking system. The only way the rest of the bank knew if a file existed was by looking through a printed report that had been created by their in-house programmers.

“Accuracy and the speed of file tracking has been the biggest impact for us,” said Brenda Swilley, File Room Specialist.

Using FileTrail, everyone saves time. The report no longer needs to be generated, staff doesn't have to look up more information to be able to use the report the way it is sorted, and searching is on-line — not in a report. Anyone at the bank can now search in FileTrail, see what files exist, find out where they are, and request them without leaving their desks.

“FileTrail has given everyone the ability to track and order their own files and documents,” said Logan. “The *one-click* movement of files between users and locations is a huge time-saver for the vault.”

## Streamlining Operations

City has been able to make many time-saving changes to processes using FileTrail. As a result, City has improved efficiency and accountability both in the file vault and throughout the organization.

“With both the up-front savings in checking files in and out, and the back-end time savings — doing a lot less research — we have seen a 30 to 40 percent savings of labor over our old system,” said Logan.

One big change has been in the ability to use FTMobile™, FileTrail's portable file tracking platform to conduct audits, re-shelve files, and transfer files. Audits were completely manual in the legacy system.

“Portable scanning was not supported by our old system,” said Logan. “Currently, we use the wireless scanners to perform shelf audits on a regular basis. It is considerably faster since there is not a dock-and-upload process to complete.”

Another key change is in automating retrieval of files. Under the legacy system, staff would have to research what they needed in a report that was produced periodically, then email or call the vault. Often, the files needed were not in the vault, but had already been checked out.

With FileTrail, staff easily find what they need, and can confirm it is in the vault before placing a request. When a file they need is already checked out, they can go directly to that person and get the file.

“With the Task Request and Check-Out Request features, FileTrail eliminates excessive email and phone requests,” said Brenda Swilley. “Being able to see who has a file has raised accountability and encourages them to use the transfer function when they give a file to someone else.”

## Top-Quality Service

FileTrail is focused on the customer experience and providing the best records management software. We deliver a flexible solution that gives our customers the fit of a custom application for the cost of a product.

## Contact FileTrail Today!

For more information about the benefits of automating with FileTrail, contact your local FileTrail representative at:

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